



# FUSION CALLOUT

## INSTALLATION MANUAL

FUSION-CALLOUT

CCTV System Management Software  
Issue 01

# Contents

**CONTENTS ..... 2**

**INTRODUCTION ..... 3**

**INSTALLATION..... 4**

    MINIMUM SYSTEM REQUIREMENTS ..... 4

    NOTES REGARDING EXISTING MICROSOFT OFFICE INSTALLATIONS..... 4

    INSTALL PROCESS ..... 4

**OPERATION ..... 5**

    BASIC OPERATION..... 5

    STARTING & LOGGING ON ..... 10

    THE FAULT REPORTS FORM ..... 10

    THE REPORTS FORM ..... 16

    THE SYSTEM CONFIGURATION FORM ..... 28

    FAULT WIZARD POPUP FORMS ..... 40

    FILTER SETTINGS POPUP FORM ..... 42

    CONTRACTOR DETAILS POPUP FORM ..... 44

**SUPPORT ..... 45**

**WARRANTY ..... 46**

# Introduction

Thank you for purchasing Meyertech's **FUSION-CALLOUT** software. Please read this installation manual prior to installing and using the software. It will help you to achieve the maximum benefit from the software application.

The manual covers installation, operation and maintenance.

## What is FUSION-CALLOUT?

As part of the FUSION software suite of applications, FUSION-CALLOUT helps organisations to manage *Service / Maintenance Contracts* effectively.

An essential part of a Service / Maintenance contract is a reliable documented fault reporting and tracking structure ensure compliance with the contract conditions.

FUSION-CALLOUT provides this with comprehensive facilities for reporting and tracking faults, monitoring response and rectification times and when necessary automated generation of contract default notices.

As well as this FUSION-CALLOUT comes with powerful management reporting facilities which link directly into the Microsoft Office environment.

### KEY FEATURES

- MANAGE CCTV, ALARM, ACCESS CONTROL, CONCIERGE, SYSTEM FURNITURE SERVICE AND MAINTENANCE CONTRACTS EFFECTIVELY
- REPORT AND TRACK FAULTS IN REAL TIME
- MONITOR RESPONSE AND RECTIFICATION TIMES
- AUTO ACCOUNTS FOR BANK HOLIDAYS
- PRODUCE DETAILED MONTHLY SERVICE PERFORMANCE REPORTS
- AUTOMATICALLY FAXES CALLOUT REQUESTS TO THE SERVICE PROVIDER

The features described in this manual refer to :

**Version 1.4 of the Fusion-Callout Application**

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**MEYERTECH LIMITED**

**FUSION-CALLOUT**

# Installation

## Minimum System requirements

- 1.Windows 2000, XP Pro
- 2.1.9 GHz Celeron (minimum)
- 3.128MB RAM (256MB RAM recommended)
- 4.CD ROM
- 5.100MB hard disk space (Dependant on amount of data stored, plus allow for space for backups)
- 6.Some form of removable data backup
- 7.If fax facilities are required then Symantec WinFax Pro must be installed in the default directory C:\Program Files\WinFax\FAXMNG32.EXE
- 8.If email facilities are required then the JMail emailer must be installed as per installation notes and the PDF995 printer must be installed, again as per installation notes

## Notes regarding existing Microsoft Office installations

FUSION-CALLOUT is a runtime Access 2003 database and is installed with the runtime version of Access 2003 unless the Installer program detects a working copy of Access 2003, in which case the runtime version of Access 2003 will not be installed. Should Access 2000 or other versions be installed, the Installer program will install the runtime version of Access 2003 in a separate location. It may be necessary to manually create the shortcut(s) for FUSION-CALLOUT using the runtime version of Access 2003 as Windows may have automatically associated all database files with the previous installations of Access.

## Install process

### Install

- 1.Insert CD and setup.exe should auto start. If it does not then browse the CD and manually run setup.exe.
- 2.The directory chosen for install is "C:\Meyertech\FusionMain". ***This must not be changed.***
- 3.Accept licence
- 4.Enter name and organization
- 5.Select Typical install

The FUSION-CALLOUT installation should now be complete. Should FUSION-CALLOUT not operate correctly because the wrong version of Microsoft Access is being started please refer to the notes regarding existing Microsoft Office installations above.

### Upgrade

- 1.This method is used to upgrade Fusion Callout, normally only the FCallout.mde file
- 2.Quit Fusion callout, if running.
- 3.Always make a copy of the database file FCallOutData.mde stored at C:\Program Files\Meyertech\_FC\Data before performing the upgrade
- 4.Copy (and overwrite) FCallOut.mde to C:\Program Files\Meyertech\_FC

5.The upgrade should now be complete

## Uninstall

- 1.Insert CD and setup.exe should auto start. If it does not then browse the CD and manually run setup.exe.
- 2.Insert CD and setup.exe should auto start. If it does not then browse the CD and manually run setup.exe
- 3.Select the Remove option
- 4.The Fusion Callout installation should now be removed, allowing an upgrade to a later version using the Setup.exe installer

# Operation


## Basic Operation

### The Forms

**FUSION-CALLOUT** has a logon form and three main functional forms:

Form	Description	Notes
Logon	Used to log the operator on and off FUSION-CALLOUT	
Fault Reports	This is the main operational form where operators create and monitor fault reports. With this form open automatic schedules check the progress of all open fault reports and issue penalty notices as required.	
Reports	This form is used to generate management reports and also to review reports sent via email	This form will automatically close and the Reports form will be opened after a configurable delay, typically set to 15 minutes
System Configuration	This form is used to configure system settings and how FUSION-CALLOUT will operate	This form will automatically close and the Reports form will be opened after a configurable delay, typically set to 15 minutes  Un-authoriesd changes to this part of FUSION-CALLOUT may lead to incorrect operation.

Fusion-Callout v 1.0.0.1 [ Data: v 1.0.0.1 ]



MEYERTECH

SECURITY with VISION

Name (You can type or select from list)

Meyertech

Password

This software is licensed for use by Meyertech Limited For Demonstration Only.


Log on

Quit

Logon Form

Fusion-Callout: Fault Reports

Fault Ref: WCC -0503-000001

Cleared 

Urgent

Fault Details

Required Responses

Fault ID

1

Contractor

Fred Bloggs CCTV

Categories

Input-1

Equipment Category

CCTV

PRF Category

Tenant

PRF Details

Input-2

Person Name

Fred

Address

CCTV

1st Lines

2nd Line

3rd Line

Post Code

City name

Tel No

568235

Equipment Details

Input-3

Equipment Description

EVCR 3

Equipment ID

3

Location

Control Room

Address

asdads

Stockport

Post Code

Fault Details

Input-4

Original Fault Description

dlgdgldg

Fault Category

Non-Urgent

☒ Urgent

Additional Fault Details

Input-5

Location Details

Access Info


Special Info


Created By: AdrianD

01/05/2003 09:00:


Modified By: Installer


14/10/2005 16:02:





1 of 63







Wizard


☒


New

Modify









Fault Reports Form

**Fusion-Callout: Reports**

Fixed Reports | User Defined Filters | Contractor Performance | Properties | Cameras | Email

**Outstanding Fault Reports (fault reports not cleared)**

☐ All

☐ With Attend penalties

☐ With Fix penalties

☐ With Attend And Fix penalties

**Suspended Fault Reports**

☐ Currently Suspended Fault Reports

### Reports Form

**Fusion-Callout: System Configuration**

Contractors And Staff | Categories | Bank Holidays | Operators | Sites And Equipment Type | Cameras | Equipment | Scheduled Tasks | System I | System II

**Warning ! This page is intended for use by suitably qualified personnel only. Incorrect changes to this page may result in errors or reduced performance**

**Contractors**

ID: 1

Name: Fred Bloggs CCTV

Address1: 23 High Street

Address2: Wigan

Address3:

Address4: Lancs

PostCode: WB2 2RT

TelephoneNo: 0161 6235 5623

FaxNo: 0161 628 9811

ContactFirstName: Michael

ContactMiddleName:

ContactLastName: Brown

ContractRef: FBC-300404

ContractStart: 01/05/2005

ContractEnd: 30/04/2006

Email: adrian.dobson@amdit.co.uk

1 of 3

**Staff for Fred Bloggs CCTV**

Contractor: 1

First Name: Michael Position: Manager

Middle Name: LineManager: Managing Director

Last Name: Brown MobileNo: 07970 456 123

Contractor: 1

First Name: Fred Position: Engineer

Middle Name: LineManager: Michael Brown

Last Name: Jones MobileNo: 07970 456 124

Contractor: 1

First Name: Steve Position: Engineer

Middle Name: LineManager: Michael Brown

Last Name: Smith MobileNo: 07970 456 125

Contractor: 1

First Name: Position:

Middle Name: LineManager:

Last Name: MobileNo:

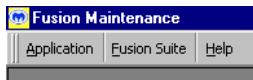
### System Configuration Form

## The Menu Bars

For each form there is a menu bar providing the operator with:

- Logoff and Quit
- Navigation between forms
- Additional Form functionality
- Access to Fusion Suite Manager
- Help About

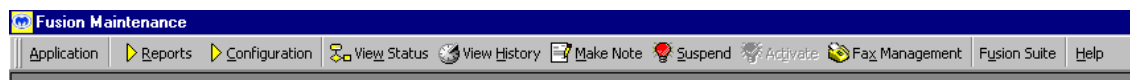
## The Logon Menu Bar



### *Logon Menu Bar*

Logon Menu Bar		
Menu	Function	Notes
Application > Quit	Quit from FUSION-CALLOUT	
Fusion Suite	Switch to Fusion Suite Manager	This provides access to the other installed Fusion products
Help > About	Support details	

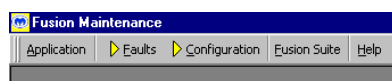
## Fault Reports Menu Bar



### Fault Reports Menu Bar

Fault Reports Menu Bar		
Menu	Function	Notes
Application > Log off	Log off FUSION-CALLOUT	
Reports	Opens Reports form	
Configuration	Opens System Configuration form	
View Status	Opens Fault Status This popup form shows a status list of the key steps in raising & monitoring the fault's progress	This form can be left open when browsing the fault records
View History	Opens Fault Audit This popup form shows a list of the fault events for the fault.	This form can be left open when browsing the fault records. The system adds most of these events, and the operator can add a note to this audit trail at any time using the "Make Note" form
Make Note	Opens a dialog box to allow operator to add a note to the Fault's audit trail	Notes cannot be edited once saved
Suspend	Allows a Fault to be suspended. The operator should add a note to state why this function used.	Only enabled if the fault is currently active and the operator is logged on with Supervisor rights or higher
Activate	Allows a Fault to be activated. The operator should add a note to state why this function used.	Only enabled if the fault is currently suspended and the operator is logged on with Supervisor rights or higher
Fax Management	Opens the WinFax Message Manager, in which all the faxes created & sent are stored. NB This function may not be available	As a weekly or monthly tasks these faxes could be organised in archive folders using the tools available in the WinFax Message Manager
Fusion Suite	Switch to Fusion Suite Manager	This provides access to the other installed Fusion products
Help > About	Support details	

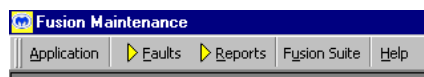
## Reports Menu Bar



### Reports Menu Bar

Reports Menu Bar		
Menu	Function	Notes
Application > Log off	Log off FUSION-CALLOUT	
Faults	Opens Fault Reports form	
Configuration	Opens System Configuration form	
Fusion Suite	Switch to Fusion Suite Manager	This provides access to the other installed Fusion products
Help > About	Support details	

## System Configuration Menu Bar



### System Configuration Menu Bar

System Configuration Menu Bar		
Menu	Function	Notes
Application > Log off	Log off FUSION-CALLOUT	
Faults	Opens Fault Reports form	
Reports	Opens Reports form	
Fusion Suite	Switch to Fusion Suite Manager	This provides access to the other installed Fusion products
Help > About	Support details	

## Starting & Logging On

Start FUSION-CALLOUT (filename = FMain.mde)

After checking the licence file details the logon screen will appear and several tasks will begin automatically including checking for fax functionality.

Should there be a problem with either the licence file or backend database the application will display an error message and then quit?

Logon to FUSION-CALLOUT by selecting your user name and then entering your pass code

The default form is always the Fault Reports form, with the 1<sup>st</sup> fault record in the database displayed.

## The Fault Reports Form

All the 3 main forms use the same interface structure based upon a tabbed control. The tabbed control has several tabs each of which has a title, eg for this form there are 2 tabs called:

- Fault Details
- Required Responses















To swap between tabs click on the titles.

Each form then has a selection of controls, mainly buttons, that the operator uses to control the application. These controls will now be listed and explained.

They fall into 3 areas:

- The bottom toolbar (common to both tabs)
- The Fault Details tab
- The Required Responses tab

## Fault Reports Form - Bottom Toolbar

Fault Reports Form - Bottom Toolbar	
Control	Function
	Goto the first record in the Faults database.
	Goto the previous record in the Faults database.
	Goto the next record in the Faults database.
	Goto the last record in the Faults database.
Wizard 	If this checkbox is selected when the New button is used to generate a new fault, the wizard will open to make entering the new data easier.
	Creates a new Fault record.
	Allows a Fault record to be modified.
	Cancels any modifications to the Fault record, used instead of Save.
	Saves any new Fault record or modifications to the Fault record.
	Opens the Filter Settings form
	Faxes the current Fault record
	Prints the current Fault record to the default printer
	Opens the Fusion Callout emailer form
	Sends fault report to contractor via email

Fault Reports Form - Fault Details Tab

The Fault Reports Form - Fault Details Tab contains Inputs 1- 5 to control the creation of a new fault report.

Fusion-Callout: Fault Reports

Fault Ref: WCC -0503-000001

Cleared

Urgent

Fault Details

Required Responses

Fault ID

1

Contractor

Fred Bloggs CCTV

Categories

Input-1

Equipment Category

CCTV

PRF Category

Tenant

Equipment Details

Input-3

Equipment Description

EVCR 3

Equipment ID

3

Location

Control Room

Address

asdads

Post Code

Stockport

Fault Details

Input-4

Original Fault Description

dlgdgldg

Fault Category

☐ Non-Urgent

☒ Urgent

PRF Details

Input-2

Person Name

Fred

Address

CCTV

1st Lines

2nd Line

3rd Line

Post Code

City name

Tel No

568235

Additional Fault Details

Input-5

Location Details

Access Info

Special Info

Created By: AdrianD

01/05/2003 09:00:

Modified By: Installer

14/10/2005 16:02:

1 of 63

Wizard

☒

New

Modify

Fault Reports Form - Fault Details Tab

Fault Reports Form - Fault Details Tab	
Control / Section	Function
Categories Input-1	Equipment Category: Select from list  PRF (Person Reporting Fault) Category: Select from list
PRF Details Input-2	Enter PRF Details:  Person's name Address Line 1 Address Line 2 (optional) Address Line 3 (optional) Address Line 4 Post Code (optional) Tel No.
Equipment Details Input-3	Enter Equipment Details:  Description ID (optional) Location Address Line 1 Address Line 2 (optional) Address Line 3 (optional) Address Line 4 Post Code (optional)

Fault Details Input-4	Enter Fault Description:  Original Fault Description Fault Category (Non-urgent OR Urgent)
Additional Fault Details Input-5	These are all optional and serve to add supplementary information:  Location Details (optional) Access Info (optional) Special info (optional)

### Fault Reports Form - Required Responses Tab

The Fault Reports Form - Required Responses Tab contains further inputs to control the logging of the response times and outcomes of a fault report and finally to close the fault report.

**Fusion Maintenance: Fault Reports**  
Fault Ref: WCC-0503-000001

**Call Contractor And Fax**  
 Input-6.1 ☐ Confirm Details  
 Input-6.2 ☐ Confirm Fax Sent  
 Input-6.3 ☐ Call Contractor

**Fault Logged Datim And Ref**  
 Original Fault Log Datim: Tue Jun 10 2003 13:46:40  
 Current Fault Log Datim: Tue Jun 10 2003 13:46:40  
 Contractor Ref: ZZXXTTY-9988  
 Ref Confirmed By: JMa  
 Fault Confirmed: Tue Jul 29 2003 16:56:08

**Close the Fault**  
 Input- 6.1 - Final  
☐ Set Outcome  
☐ Fault not cleared  
☐ Fault was fixed, report cleared  
☐ Fault was not found, report cleared  
☐ Fault was fixed, report cleared, Related fault found. Raise new report  
☐ Fault was not found, report cleared, Related fault found. Raise new report

**Fault Attendance And Resolution**  
 Input- 7.1  
 Fault Attended At: Tue Jun 10 2003 14:45:00  
 Fault Attended By: me  
 Input- 7.2  
 Fault Resolved At: Wed Jun 11 2003 14:24:00  
 Fault Resolved By: cbv  
 Input- 7.3  
☐ Add Note  
 How Was Fault Resolved (Fault fixed/not fixed/not found)  
 ddfsts





**Required Performance**  
 Attend By: Tue Jun 10 2003 17:46:40 0 0  
 Resolution By: Thu Jun 12 2003 13:46:40 1 0


**Penalties**  
 Response Penalty Count: 0  
 Fix Fault Penalty Count: 0

**Global All Faults Check**  
☐ Check Penalty Status Now  
 Last manual check at: 24/09/03 09:18:00  
 Last system check at: 24/09/03 08:00:00  
 Next system check in 18 mins

### Fault Reports Form - Fault Responses Tab

Fault Reports Form - Required Responses Tab	
Control / Section	Function
Call Contractor And Fax/Email	Generally, this section is used report the fault and start the timers for the measurement of response times
Input-6.1	<p>Confirm Details (Only used once only per fault): Pressing this button confirms the entered details in Inputs 1-5 and starts a sequence of events:</p> <ul style="list-style-type: none"> <li>Fault Log Datim Set</li> <li>Fault Report printed to default printer</li> <li>Fault Report faxed if system configured to do so</li> <li>The Required performance datims are calculated based upon the system configured response times for the contractor, taking into account weekends and bank holidays</li> </ul>

Input-6.2	Confirm Fax/Email Sent (Only used once only per fault): The operator is asked to confirm whether the fax/email has been sent; This applies to both auto and manual faxing/emailing of fault reports.
Input-6.3	Call Contractor: Use this button to display contractor details at any time. Used initially when calling contractor to receive contractor's fault reference.
<b>Fault Attendance And Resolution</b>	This section is used to save the response datims of the contractor
Input-7.1	 <b>Fault Attended Datim</b> This button is used to set the datim for when the contractor attended site, with an option to use the current datim or manually select date and time. Rules apply to this input: <ul style="list-style-type: none"> <li>• Can only be entered after the Fault Log Datim is set (ref Input-6.1)</li> <li>• The Fault Attended datim cannot be earlier than the Fault Log Datim</li> <li>• The Fault Attended datim cannot be in the future</li> </ul>
Input-7.2	 <b>Fault Resolved Datim</b> This button is used to set the datim for when the contractor resolved the fault, with an option to use the current datim or manually select date and time. Rules apply to this input: <ul style="list-style-type: none"> <li>• Can only be entered after the Fault Attended Datim is set (ref Input-7.1)</li> <li>• The Fault Resolved datim cannot be earlier than the Fault Attended Datim</li> <li>• The Fault Resolved datim cannot be in the future</li> </ul>
Input-7.3	Add Note: In order to close the fault a note must be made describing how the fault was resolved (fault fixed / not fixed / not found).
<b>Close The Fault</b>	This section is used to record the outcome and close the fault .
Input-8.1	Set Outcome: Use this button to enable the radio buttons underneath. Select the appropriate button to record how the fault was closed. The outcome may be changed later if required.
<b>Fault Logged Datim And Ref</b>	This section requires no manual input and apart from the Current Fault Log Datim it is not editable.
Original Fault Log Datim	This is set by the Confirm Details button
Current Fault Log Datim	 The Fault Log Datim can be changed by operators with Supervisor level rights or higher.
Contractor Ref	The reference provided by the Contractor
Ref Confirmed By	Contractor's staff name
Fault Confirmed	The datim of when the fault reference was confirmed
<b>Required Performance</b>	This section requires no manual input but is editable if required
Attend By	This shows the Datim for when the contractor must attend by. Failure to meet this requirement will result in the generation of Penalty Default Notices.   This button is used to offset the Attend By Datim. E.g. Access to a particular fault is delayed by circumstances beyond the contractor's control or responsibility.
Resolution By	This shows the Datim for when the contractor must resolve the fault by. Failure to meet this requirement will result in the generation of Penalty Default Notices.

	 This button is used to offset the Attend By Datim. E.g. Access to a particular fault is delayed by circumstances beyond the contractor's control or responsibility.
Penalties	<p>A count is maintained for Response and Fix Fault penalty counts for each fault logged in the database, shown numerically and graphically.</p> <p>Should either of the penalty counts reach 5 a message is displayed warning the operator that special attention is required.</p>
Original Fault Log Datim	<p>This is set by the Confirm Details button</p>
Global All Faults Check	<p>This section applies to the whole of the database and the current outstanding faults.</p> <p>As a normal routine the system checks all of the outstanding faults nominally every 60 minutes; Any faults that show late attendance or fault resolution result in default notices being generated, printed and faxed.</p> <p><b>This function only runs when the Fault Reports form is displayed. NB if the operator leaves the system in Reports or Configuration the system will automatically close these forms and open the Fault Reports form after a nominal 15 minutes.</b></p> <p>The operator may manually run this check at any time using the Check Penalty Status button.</p>

The Reports Form

All the 3 main forms use the same interface structure based upon a tabbed control. The tabbed control has several tabs each of which has a title, eg for this form there are 4 tabs called:

- Fixed Reports
- User Defined Filters
- Contractor Performance
- Properties
- Cameras
- Email

To swap between tabs click on the titles.

Each form then has a selection of controls, mainly buttons, that the operator uses to control the application. These controls will now be listed and explained.

Reports Form - Fixed Reports Tab

This tab is used to select one of many pre-defined fixed filters for commonly needed reports. Other filtered reports can be created in the next tab.

Fusion-Callout: Reports

Fixed Reports

User Defined Filters

Contractor Performance

Properties

Cameras

Email

Outstanding Fault Reports (fault reports not cleared)

☐ All

☐ With Attend penalties

☐ With Fix penalties

☐ With Attend And Fix penalties

Suspended Fault Reports

☐ Currently Suspended Fault Reports

Reports Form - Fixed Reports Tab

Reports Form - Fixed Reports Tab	
Control / Section	Function

Outstanding Fault Reports	<p>To show all outstanding fault reports, ie fault reports that have not been cleared.</p> <p>A choice of 4 options is given:</p> <ul style="list-style-type: none"> <li>• Show all outstanding fault reports</li> <li>• Show only those outstanding fault reports with Attend penalties</li> <li>• Show only those outstanding fault reports with Fix penalties</li> <li>• Show only those outstanding fault reports with both penalties</li> </ul>
Suspended Fault Reports	<ul style="list-style-type: none"> <li>• Use this button to show all those currently suspended faults, cleared or not.</li> </ul>
Properties	<ul style="list-style-type: none"> <li>• Use this button to show a list of all properties (Concierge/ Alarm systems) with faults logged .</li> </ul>

If the fixed report has any results they will be displayed as shown below

**Fault Log List For: Outstanding Fault Reports - With Attend Penalties**

Fault Ref: WCC - 0703 - 000084      Suspended ☒      ☒ Standard ☐ Urgent

Equip Category: Concierge	Fault Log Datim: 22/07/03 08:16:01	Time Offset Day Hr: 2 0	Fault Repair
Contractor Name: Altendo Systems	Required Response Datim: 23/07/03 12:00:00		
Equipment Description: Intercom	Fault Attended Datim: 23/07/03 10:00:00		
Equipment ID: 0	Fault Attended By: me		
Fault Description: Not working	Required Fixed Datim: 25/07/03 12:00:00	Time Offset Day Hr: 0 0	
	Fault Fixed Datim:		
	Fault Fixed By:		

---

Fault Ref: WCC - 0703 - 000086      Suspended ☒      ☒ Standard ☐ Urgent

Equip Category: CCTV	Fault Log Datim: 23/07/03 17:12:38	Time Offset Day Hr: 0 0	Fault Repair
Contractor Name: Fried Bloggs CCTV	Required Response Datim: 23/07/03 21:12:38		
Equipment Description: Camera 23	Fault Attended Datim: 23/07/03 20:00:00		
Equipment ID: 23	Fault Attended By: me		
Fault Description: Not focus	Required Fixed Datim: 24/07/03 17:12:38	Time Offset Day Hr: 0 0	
	Fault Fixed Datim:		
	Fault Fixed By:		








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Fault Ref: WCC - 0703 - 000118      Suspended ☒      ☒ Standard ☐ Urgent

Equip Category: CCTV	Fault Log Datim: 06/08/03 13:20:27	Time Offset Day Hr: 0 0	Fault Repair
Contractor Name: Fried Bloggs CCTV	Required Response Datim: 06/08/03 17:20:27		
Equipment Description: retreteret	Fault Attended Datim: 06/08/03 15:20:00		
Equipment ID: 0	Fault Attended By: me		
Fault Description: etetet	Required Fixed Datim: 07/08/03 13:20:27	Time Offset Day Hr: 0 0	
	Fault Fixed Datim:		
	Fault Fixed By:		

1 of 9      Details

### Fault Log List

Reports Form - Fixed Reports Tab - Fault Log List	
Control / Section	Function
	Goto the first record in the Faults Log List.
	Goto the previous record in the Faults Log List.
	Goto the next record in the Faults Log List.
	Goto the last record in the Faults Log List.
	Use this button to show all the details for this fault. Refer fig 3.4.1.3
	Prints the Faults Log List to the default printer
	Close this form.

**Fault Details: ID = 116**

Fault Ref: WCC -0703-000116 **Suspended** Urgent

Equip Category	CCTV	Equipment Description	EVCR	Fault Description	Not recording
Contractor Name	Fred Bloggs CCTV	Equipment ID	0	Modified Fault	
PRF Category	Staff	Loc Site	CR	Loc Details	
PRFName	Steve Smith			Access Info	
PRF Addr1	CCTV	Loc Addr1	CCTV	Special Info	
PRF Addr2		Loc Addr2		Fault Repair Details	
PRF Addr3		Loc Addr3		Fault Clear Status	0
PRF Addr4	Stockport	Loc Addr4	Stockport	Follow On Report	0
PRF Post Code		Loc Post Code			
PRF Tel No	0161 345 45678				

Contractor Ref	MB 12345/5678
Fault Confirmed Datim	30/07/03 09:14:25
Ref Confirmed By	Mike Brown
Fault Log Datim	30/07/03 18:42:02
Required Response Datim	30/07/03 22:42:02
Fault Attended Datim	30/07/03 22:00:00
Fault Attended By	me
Required Fixed Datim	31/07/03 18:42:02
Fault Fixed Datim	
Fault Fixed By	

Time Offset Day Hr: 0 0

Penalties: 0

Time Offset Day Hr: 0 0

Penalties: 1

**Fault Status**

- ✓ Fault details entered
- ✓ Fault report printed
- ✓ Fault details confirmed
- ✓ Contractor fault ref
- ✓ Fault form faxed
- ✓ Contractor first attended site
- ✗ Fault found
- ✗ Fault fixed
- ✗ Fault report cleared

Created By: Engineer 29/07/03 17:40:19 Modified By: Engineer 29/07/03 17:40:19

Fault Log List Details Form

Reports Form - User Defined Filters Tab

This tab is used to select a user-defined filtered report.  
There are 9 sections to the filter that can be controlled plus a 2-stage sort order.

Simply select the checkbox to activate the filter section and then set the filter using the appropriate controls.

NB: The filter settings are ANDed together.

**Fusion-Callout: Reports**

Fixed Reports | **User Defined Filters** | Contractor Performance | Properties | Cameras | Email

☐ Fault Created Dates

From Date

To Date

D W M Y -

Start Month: Jun 1905

☐ Fault Created Times

☐ Apply Every Day

From Time

To Time

1 4 8 12 -

☐ Fault Status

Status	Select
Fault details entered	<input type="checkbox"/>
Fault details confirmed	<input type="checkbox"/>
Contractor fault ref	<input type="checkbox"/>
Fault form emailed / faxed	<input type="checkbox"/>
Contractor first attended site	<input type="checkbox"/>
Fault found	<input type="checkbox"/>
Fault fixed	<input type="checkbox"/>
Fault report cleared	<input type="checkbox"/>
Fault report printed	<input type="checkbox"/>

☐ Set all true  
☐ Set all false  
☐ Set all don't care

☐ Contractor

☐ Urgent  
☐ Yes ☒ No

☐ Suspended  
☒ Yes ☐ No

☐ Penalty Attend  
1

☐ Penalty Fix  
1

☐ Area / Business District

Select from list or type part of any area name

Sort Order

Sort By




Then By


☒ Ascending  
☐ Descending

☒ Ascending  
☐ Descending

Results

Reports Form - User Defined Filters Tab

Reports Form - User Defined Filters Tab	
Control / Section	Function
<b>Fault Created Dates</b>      	<p>Click checkbox to activate this section.</p> <p>Select the <b>From Date</b> using the adjacent calendar button. Select the <b>To Date</b> using the adjacent calendar button.</p> <p>If the events being searched are NOT in the current month then use the <b>Start Month</b> button to select any date in the month of interest...this only needs to be done once.</p> <p>To save entering the <b>To Date</b>, some common settings have been pre-configured:</p> <ul style="list-style-type: none"> <li>• D - 1 Day</li> <li>• W - 1 Week</li> <li>• M - 1 Month</li> <li>• Y - 1 Year</li> <li>• - - No date criteria</li> </ul>
<b>Fault Created Times</b>  <input type="checkbox"/> Apply Every Day	<p>Click checkbox to activate this section.</p> <p>When selecting events across multiple days use the <b>Apply Every Day</b> checkbox to apply the time setting filter every day, otherwise it will simply be used once, i.e. the From Time will be used with the From Date and the To Time will be used with the To Date.</p>

 <div> <div>1</div> <div>4</div> <div>8</div> <div>12</div> <div>-</div> </div>	<p>Select the <b>From Time</b> using the adjacent clock button Select the <b>To Time</b> using the adjacent clock button</p> <p>To save entering the <b>To Time</b>, some common settings have been pre-configured:</p> <ul style="list-style-type: none"> <li>1 - 1 Hour</li> <li>4 - 4 Hours</li> <li>8 - 8 Hours</li> <li>12 - 12 Hours</li> <li>- - No time criteria</li> </ul>																				
<p><b>Fault Status</b></p> <table border="1"> <thead> <tr> <th>Status</th> <th>Select</th> </tr> </thead> <tbody> <tr><td>Fault details entered</td><td><input type="checkbox"/></td></tr> <tr><td>Fault details confirmed</td><td><input type="checkbox"/></td></tr> <tr><td>Contractor fault ref</td><td><input type="checkbox"/></td></tr> <tr><td>Fault form faxed</td><td><input type="checkbox"/></td></tr> <tr><td>Contractor first attended site</td><td><input type="checkbox"/></td></tr> <tr><td>Fault found</td><td><input checked="" type="checkbox"/></td></tr> <tr><td>Fault fixed</td><td><input type="checkbox"/></td></tr> <tr><td>Fault report cleared</td><td><input type="checkbox"/></td></tr> <tr><td>Fault report printed</td><td><input type="checkbox"/></td></tr> </tbody> </table> <div> <input type="checkbox"/> Set all true         <input type="checkbox"/> Set all false         <input type="checkbox"/> Set all don't care       </div>	Status	Select	Fault details entered	<input type="checkbox"/>	Fault details confirmed	<input type="checkbox"/>	Contractor fault ref	<input type="checkbox"/>	Fault form faxed	<input type="checkbox"/>	Contractor first attended site	<input type="checkbox"/>	Fault found	<input checked="" type="checkbox"/>	Fault fixed	<input type="checkbox"/>	Fault report cleared	<input type="checkbox"/>	Fault report printed	<input type="checkbox"/>	<p>Click checkbox to activate this section.</p> <p>Each fault has a status defined by several stages in it's progress. Use the 9 check boxes in this section to configure the exact status required.</p> <p>If the check box is greyed out, this means that this is <b>Don't Care</b>, ie it will not play a part in the filter.</p> <p>If the check box is white and has a check, this means that the filter will include this status stage if it is <b>True</b>.</p> <p>If the check box is white with no check, this means that the filter will include this status stage if it is <b>False</b>.</p> <p>The example shown reads: "Return all faults where Fault Found = True (the fault has been found ) ... ... And Fault Report Cleared = False (the fault has not been cleared).</p> <p>Use the Set All buttons as a quick way to set all the buttons either True, False or Don't Care.</p>
Status	Select																				
Fault details entered	<input type="checkbox"/>																				
Fault details confirmed	<input type="checkbox"/>																				
Contractor fault ref	<input type="checkbox"/>																				
Fault form faxed	<input type="checkbox"/>																				
Contractor first attended site	<input type="checkbox"/>																				
Fault found	<input checked="" type="checkbox"/>																				
Fault fixed	<input type="checkbox"/>																				
Fault report cleared	<input type="checkbox"/>																				
Fault report printed	<input type="checkbox"/>																				
<p><b>Contractor</b></p>	<p>Click checkbox to activate this section.</p> <p>Select a contractor from the list</p>																				
<p><b>Urgent</b></p>	<p>Click checkbox to activate this section.</p> <p>Select Yes or No</p>																				
<p><b>Suspended</b></p>	<p>Click checkbox to activate this section.</p> <p>Select Yes or No</p>																				
<p><b>Penalty Attend</b></p>	<p>Click checkbox to activate this section.</p> <p>Select the minimum count, ie if 2 is selected this will return all faults with <b>2 or more</b> attend penalties.</p>																				
<p><b>Penalty Fix</b></p>	<p>Click checkbox to activate this section.</p> <p>Select the minimum count, ie if 2 is selected this will return all faults with <b>2 or more</b> fix penalties.</p>																				

<b>Area/Business District</b>	<p>Click checkbox to activate this section.</p> <p>Select a contractor from the list</p>
<b>Sort Order</b>	<p>By default, the results will be sorted in date &amp; time ascending order. This may be changed by selecting the 1<sup>st</sup> sort order.</p> <p>When the 1<sup>st</sup> sort order is changed the 2<sup>nd</sup> sort order is made available.</p>
<b>Results</b>	<p>Use this button to display the results, if there are any.</p>

## Reports Form - Contractor Performance Tab

This tab is used to review an individual contractor's performance (some systems may only have 1 contractor).

The menu below shows this tab before a selection is made and the following menu shows this tab after the contractor is selected.

The screenshot shows the 'Contractor Performance' tab in the 'Fusion Maintenance: Reports 4.54 : Release Version 0.3.0.0' application. The 'Monday, 29 September 2003' date is displayed. A dropdown menu for 'Contractor' is currently empty. Below it, there are fields for 'Current Contract Week No.' (with a note '(Monday is 1st day of week)'), 'Contract Start:', 'Contract End:', and 'Contract Week No.' with a small calendar icon.

*Tab before a selection is made*

When the selection is made the performance data for the current week is shown first.


NB: As weeks are defined to start on Mondays it is possible to have a contract with week numbers up to 54, dependant on the exact date when the contract actually started.

The screenshot shows the 'Contractor Performance' tab after 'Fred Bloggs CCTV' has been selected. The 'Contract Week No.' is set to 23. The interface displays several data sections:

- Contract Week No: 23 For Fred Bloggs CCTV**: A table with columns: Week Begin, Number Faults, Not Fixed, Not Cleared, Suspended, Urgent, Non-Urgent. The data for week 23 shows 0 faults, 0 not fixed, 0 not cleared, 0 suspended, 0 urgent, and 0 non-urgent.
- Contract Data For Fred Bloggs CCTV - Summary Totals**: A table with columns: Number Faults, Not Fixed, Not Cleared, Suspended, Urgent, Non-Urgent. The summary shows 16 faults, 8 not fixed, 9 not cleared, 16 suspended, 13 urgent, and 3 non-urgent.
- Contract Data For Fred Bloggs CCTV - All Weeks**: A large table with columns: Contract Week No, Week Begin, No. Faults, Not Fixed, Not Cleared, Suspended, Fix Penalties, Attend Penalties. It lists data for weeks 23 through 42.

A 'Print Weekly Report' button is located at the bottom left.

*Tab after the contractor is selected.*

Reports Form - Contractor Performance Tab										
<div>Contract Week No <input type="text" value="23"/></div>	Use this control to change the contract week number displayed. The data displayed will then change automatically.									
<table border="1"><thead><tr><th>Contract Week No</th><th>Week Begin</th><th>No</th></tr></thead><tbody><tr><td>23</td><td>29/09/03</td><td></td></tr><tr><td>24</td><td>06/10/03</td><td></td></tr></tbody></table>	Contract Week No	Week Begin	No	23	29/09/03		24	06/10/03		The table to the right shows data for all weeks, the week in detail may be selected from this table by using the record selectors.
Contract Week No	Week Begin	No								
23	29/09/03									
24	06/10/03									
	Print the selected weekly report									


Reports Form - Properties Tab

This tab is used to show the summary of faults per property, if the system is used for property based fault reports, eg Concierge, Alarms.


Fusion Maintenance: Reports 4.54 : Release Version 0.3.0.0

Fixed Reports | User Defined Filters | Contractor Performance | Properties

Business District	Block	Group Apt	Fault Count
Ashmore Park	Ashmore Avenue	46 - 56	2
All Saints	Lilleshall Crescent	1/1 a - 3/3a	1
Blakenhall (Concierge)	Cross House	1 - 79	1



Reports Form - Properties Tab

Reports Form - Properties Tab	
	Print the properties report

Reports Form - Cameras Tab

This tab is used to show the summary of faults per camera, if the system is used for CCTV based fault reports.

Fusion-Callout: Reports

Fixed Reports

User Defined Filters

Contractor Performance


Properties

Cameras


Email

Top 25 Camera Faults

Site No	Cam Number	Camera Ref	Address 1	Address 2	Faults
8	41	5/31	Carr lane/Queens Dock Ave	Myton	4
8	43	5/52	Guildhall - Lowgate	Myton	1



Reports Form - Cameras Tab.

Reports Form - Cameras Tab	
	Print the cameras report

## Reports Form - Email Tab










This tab is used to view the email history and to perform certain email administration tasks

ID	To	Subject	Sent Date	Attachm't	Successful	Processed
111	adrian.dobson@amdit.co.uk	Message ID 111: Test Fusion Callout Emler at 281005 142151	28/10/2005 14:22:02	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
112	adrian.dobson@amdit.co.uk	Message ID 112: Test Fusion Callout Emler at 281005 142218	28/10/2005 14:22:35	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
113	adrian.dobson@amdit.co.uk	Message ID 113: Test Fusion Callout Emler at 291005 083253	29/10/2005 08:33:17	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
114	adrian.dobson@amdit.co.uk	Message ID 114: ID=000001:Fault Report	29/10/2005 09:31:33	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

### Reports Form - Email Tab.

#### Notes re emails:

1. Each email will have a unique ID – allocated by the system
2. Each email will have the usual To address, subject and message and an optional attachment in the form of a report in pdf format.
3. The Callout emailer will normally send each email and then mark it as Successful and Processed. If there are network/email server problems it will retry to send each email 3 times before marking it as Processed, but in this case it will **not be** Successful.
4. Emails can be viewed in more detail using the Details button and resent from here.
5. Manually generated emails can also be sent – mainly for test purposes.

Reports Form - Email Tab	
	Refreshes the list of emails; used if sent from this form
	If for some reason emails have not been sent (unprocessed) and it is required not to send them, then use this button to clear them.
	Use to send all unprocessed emails.
	Goto the first record in the Email List.
	Goto the previous record in the Email List.
	Goto the next record in the Email List.
	Goto the last record in the Email List.
	Use to view email details. (The details form has a resend function)
	Opens the Callout emailer form for manual emails – useful for test purposes.


## Reports Form - Email Tab – Email Details

This tab is used to view the email history and to perform certain email administration tasks

### Reports Form - Email Tab – With Details

#### Notes re email details:

1. This form is a popup and will allow user to navigate the email list below – you may need to move the popup form to do this.

Reports Form - Email Tab	
	Use this to create a new email for sending with the same contents, ie a new email message ID is created

## The System Configuration Form

All the 3 main forms use the same interface structure based upon a tabbed control. The tabbed control has several tabs each of which has a title, eg for this form there are 7 tabs called:

- Contractors & Staff
- Categories
- Bank Holidays
- Operators
- Scheduled Tasks
- System I
- System II

To swap between tabs click on the titles.

The Configuration form consists of several tabs which are only made visible if the logged-on user has sufficient authority as per the table below.

Tab	See fig	Access Level			
		User	Supervisor	Manager	Engineer
Contractors & Staff	3.5.1			[	[
Categories	3.5.2			[	[
Bank Holidays	3.5.3			[	[
Operators	3.5.4			[	[
Scheduled Tasks	3.5.5			[	[
System I	3.5.6			[	[
System II	3.5.7				[

This section is primarily setup by the vendor or systems integrator, with some settings available for editing by the system manager.

## System Configuration - Contractors & Staff

**Fusion-Callout: System Configuration**

Contractors And Staff | Categories | Bank Holidays | Operators | Sites And Equipment Type | Cameras | Equipment | Scheduled Tasks | System I | System II

**Warning ! This page is intended for use by suitably qualified personnel only. Incorrect changes to this page may result in errors or reduced performance**

**Contractors**

ID: 1

Name: Fred Bloggs CCTV

Address1: 23 High Street

Address2: Wigan

Address3:

Address4: Lancs

PostCode: WB2 2RT

TelephoneNo: 0161 6235 5623

FaxNo: 0161 628 9811

ContactFirstName: Michael

ContactMiddleName:

ContactLastName: Brown

ContractRef: FBC-300404

ContractStart: 01/05/2005

ContractEnd: 30/04/2006

Email: adrian.dobson@amdlt.co.uk

1 of 3

**Staff for Fred Bloggs CCTV**

Contractor: 1

First Name: Michael Position: Manager

Middle Name: LineManager: Managing Director

Last Name: Brown MobileNo: 07970 456 123

Contractor: 1

First Name: Fred Position: Engineer

Middle Name: LineManager: Michael Brown

Last Name: Jones MobileNo: 07970 456 124

Contractor: 1

First Name: Steve Position: Engineer

Middle Name: LineManager: Michael Brown

Last Name: Smith MobileNo: 07970 456 125

Contractor: 1

First Name: Position:

Middle Name: LineManager:

Last Name: MobileNo:

### System Configuration - Contractors & Staff

System Configuration - Contractors & Staff	
Contractors	Edit as required
Staff	Edit as required New Staff members are added using the new button and then editing the staff details

System Configuration - Categories

Fusion Maintenance: System Configuration

Contractors And Staff

Categories

Bank Holidays

Operators

Scheduled Tasks

System I

System II

Warning ! This page is intended for use by suitably qualified personnel only. Incorrect changes to this page may result in errors or reduced performance

Equipment Category

ID	CategoryName	Activate	Contractor ID	Contractor Name
1	CCTV	<input checked="" type="checkbox"/>	1	Fred Bloggs CCTV
3	CCTV 2	<input type="checkbox"/>	1	Fred Bloggs CCTV
5	Alarm	<input type="checkbox"/>	1	Fred Bloggs CCTV
2	Access Control	<input checked="" type="checkbox"/>	2	Access Control Maintainers
4	Concierge	<input checked="" type="checkbox"/>	3	Attendo Systems
6	System Furniture	<input type="checkbox"/>	3	Attendo Systems

Person Reporting Fault Category

ID	PRF Category Name
1	Tenant
2	Staff
3	Engineer
4	MOTP

Fault Category

ID	FaultType
1	Non-urgent
2	Urgent

System Configuration - Categories

System Configuration - Contractors & Staff	
Equipment category	Not normally changed. Edit if required For each item choose free text for the Name and activate if used in this system, ie it will appear in drop down lists if activated.
Person reporting fault category	Not normally changed. Edit if required
Fault category	Not normally changed. Edit if required

System Configuration - Bank Holidays

Fusion Maintenance: System Configuration 4.54 - Release Version 0.3.0.0

Contractors And Staff

Categories

Bank Holidays

Operators

Scheduled Tasks

System I

System II

Warning ! This page is intended for use by suitably qualified personnel only. Incorrect changes to this page may result in errors or reduced performance

Bank Holidays

ID	Date	Notes
1	01/01/03	New Year
2	18/04/03	Good Friday
3	21/04/03	Easter Monday
4	05/05/03	May Day
5	26/05/03	Spring Bank
6	25/08/03	Summer
7	25/12/03	Christmas Day
8	26/12/03	Boxing Day
9	01/01/04	New Year
10	09/04/04	Good Friday
11	12/04/04	Easter Monday
12	03/05/04	May Day
13	31/05/04	Spring Bank
14	30/08/04	Summer
15	27/12/04	In Lieu Christmas Day
16	28/12/04	In Lieu Boxing Day

System Configuration - Bank Holidays

System Configuration - Contractors & Staff	
Bank Holidays	Changed annually to match current holidays. Edit with care

System Configuration - Operators

Fusion Maintenance: System Configuration 4.54 - Release Version 0.3.0.0

Contractors And Staff

Categories

Bank Holidays

Operators

Scheduled Tasks

System I

System II

Warning ! This page is intended for use by suitably qualified personnel only. Incorrect changes to this page may result in errors or reduced performance

Operators

ID	Name	Access Level	Password	Logon Enabled	Member of Staff
1	User 1	0	xxxx	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
2	User 2	0	xxxx	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
3	User 3	0	xxxx	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
4	User 4	0	xxxx	<input type="checkbox"/>	<input checked="" type="checkbox"/>
5	User 5	0	xxxx	<input type="checkbox"/>	<input checked="" type="checkbox"/>
6	User 6	0	xxxx	<input type="checkbox"/>	<input checked="" type="checkbox"/>
7	User 7	0	xxxx	<input type="checkbox"/>	<input checked="" type="checkbox"/>
8	User 8	0	xxxx	<input type="checkbox"/>	<input checked="" type="checkbox"/>
9	Supervisor	1	xxxx	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
10	User 10	0	xxxx	<input type="checkbox"/>	<input checked="" type="checkbox"/>
11	User 11	0	xxxx	<input type="checkbox"/>	<input checked="" type="checkbox"/>
12	User 12	0	xxxx	<input type="checkbox"/>	<input checked="" type="checkbox"/>
97	Engineer	3	xxxx	<input checked="" type="checkbox"/>	<input type="checkbox"/>
98	Manager	2	xxxx	<input checked="" type="checkbox"/>	<input type="checkbox"/>
99	Classik	0	xxxx	<input type="checkbox"/>	<input type="checkbox"/>
101	Meyertech	3	xxxx	<input checked="" type="checkbox"/>	<input type="checkbox"/>

System Configuration - Operators

NB: This form will only display operators whose Access Level is the same or less than the currently logged on operator.

System Configuration - Operators	
<b>Operators</b>	<p>Edit if required. For each operator set their name, password and access level and whether they are allowed to logon to the system.</p> <p>Finally, if they are staff members select this checkbox.</p>

System Configuration - Scheduled Tasks

Fusion Maintenance: System Configuration 4.54 : Release Version 0.3.0.0

Contractors And Staff | Categories | Bank Holidays | Operators | Scheduled Tasks | System I | System II

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Scheduled Tasks List

ID	Task Name	Enabled	Time	Day	Last Run
1	Truncate Maintenance Data	<input type="checkbox"/>	02:00:00	Sunday	22/09/03 11:56:45
2	Backup Maintenance Data	<input checked="" type="checkbox"/>	01:00:00	Sunday	22/09/03 13:48:06
3	Reminder to compact databases	<input checked="" type="checkbox"/>	09:32:00	EveryDay	23/09/03 09:32:00

System Configuration - Scheduled Tasks

MEYERTECH LIMITED

FUSION-CALLOUT

System Configuration - Scheduled Tasks	
Scheduled Tasks	<p>FUSION-CALLOUT can use scheduled tasks that are configured to run either daily or weekly.</p> <p>The most important task is for backups where a complete copy of the fault logs database is made and kept in a separate backups folder in the root installation directory of FUSION-CALLOUT. This folder should itself be backed up regularly to an external device and stored safely.</p>
	After selecting a task use the Go button to run the task
	Refreshes the table

System Configuration - System I

Fusion-Callout: System Configuration

Contractors And Staff

Categories

Bank Holidays

Operators

Sites And Equipment Type

Cameras

Equipment

Scheduled Tasks

System I

System II

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Fax And Email Settings

Auto Fax Fault Report

☐

Auto Fax Penalties

☐

Enable Startup WinFax Check

☐

Auto Email Fault Report

☒

Auto Email Penalties

☒

Enable Startup Email Check

☒

Enable Startup PDF Printer Check

☒

Staff Settings

Department Name

CCTV/Concierge

Authority Name

WCC

Department Post Code

W123 ABC

Telephone No.

012345 567 789

Penalty Notice Monitor Time Interval Setting

Monitor Period

60

Mins

Set

Value must be between 10 and 120 mins

Forms Auto Close Interval Setting

Monitor Period

15

Mins

Set

Value must be between 2 and 20 mins

Maximum Penalty Notices Before Flagged as Major Problem

Attend Site

4

Resolve Fault

4

System Response Times

Non-Urgent

Attend Hours

12

Value must be between 12 and 48 hours

Attend Next Working Day

1

Value must be between 1 and 4 days

Fault Resolution Hours

72

Value must be between 36 and 144 hours

Fault Resolution Next Working Day

3

Value must be between 2 and 5 days

Urgent

Attend Hours

4

Value must be between 1 and 24 hours

Fix Hours

24

Value must be between 12 and 48 hours

Control Centre

Control Centre Code

WCC

Reports

Print Preview

☒

Configure Houses

Houses


System Configuration - System I

System Configuration - System I	
<b>Fax AND Email Settings</b>	<p>Edit if required. For a Fax based system all 3 check boxes nominally selected (left hand side).</p> <p>For an Email based system all 4 check boxes nominally selected (right hand side).</p>
<b>Staff Settings</b>	These are common settings for the staff department
<b>Penalty Notice Monitor Time Interval Setting</b>	<p>This can be set between 10 and 120 minutes. Nominally = 60 minutes</p> <p>This value sets how often FUSION-CALLOUT checks to see if any faults have late attendance or resolution</p>
<b>Forms Auto Close Interval Setting</b>	<p>This can be set between 2 and 20 minutes. Nominally = 15 minutes</p> <p>This value sets how long FUSION-CALLOUT allows the main Fault Reports form to be hidden. A warning dialog box is displayed allowing the operator to cancel the auto close.</p>
<b>Maximum Penalty Notices Before Flagged As A Major Problem</b>	<p>FUSION-CALLOUT is designed to automatically raise penalty notices. However this system needs a limit, and therefore this setting is used to control the maximum penalty notices before a fault report flagged as a major problem. Nominally = 4 for both attend and resolve</p>
<b>System Response Times</b>	<p><b>Edit with care</b></p> <p><b>Non-Urgent :</b> Attend Hours nominally = 12 Attend next working day nominally = 1 Fault resolution hours nominally = 72 Fault next working day nominally = 3</p> <p><b>Urgent :</b> Attend Hours nominally = 4 Fault resolution hours nominally = 24</p>
<b>Control Centre Code</b>	Set the <b>3 letter</b> centre code as used in all fault log references.
<b>Reports</b>	Set print preview = checked when there is no printer available or when testing system and saving on printer materials.
<b>Houses</b>	Select this to open Houses configuration form

**Houses Setup**

Use copy and paste to ensure you have identical entries in the 1st and 2nd columns where applicable

Business / District	Block	Group / Apartment
All Saints	Lilleshall Crescent	1/1a - 3/3a
All Saints	Lilleshall Crescent	13/13a - 15/15a
All Saints	Lilleshall Crescent	17/17a - 19/19a
All Saints	Lilleshall Crescent	2 - 12
All Saints	Lilleshall Crescent	21/21a - 23/23a
All Saints	Lilleshall Crescent	25/25a - 27/27a
All Saints	Lilleshall Crescent	29/29a - 31/31a
All Saints	Lilleshall Crescent	41 - 51
All Saints	Lilleshall Crescent	5/5a - 7/7a
All Saints	Lilleshall Crescent	9/9a - 11/11a
Ashmore Park	Ashmore Avenue	46 - 56
Ashmore Park	Bargery Road	1 - 11
Ashmore Park	Bargery Road	2 - 12
Ashmore Park	Griffiths Drive	1 - 11
Ashmore Park	Griffiths Drive	13 - 23
Ashmore Park	Griffiths Drive	14-110
Ashmore Park	Griffiths Drive	335a-341a

Refresh 

### System Configuration - System I - Houses

System Configuration - System I - Houses	
Entering Data	<p>Normally the entry in the 3<sup>rd</sup> column will be unique and will belong to a Block which in turn belongs to a Business / District.</p> <p>For new systems this data can be processed and imported in bulk – please refer to system supplier.</p>

System Configuration - System II

**Warning! – The folowing settings and controls must only be used by trained personnel.**

Fusion-Callout: System Configuration

Contractors And StaffCategoriesBank HolidaysOperatorsSites And Equipment TypeCamerasEquipmentScheduled TasksSystem ISystem II

Warning ! This page is intended for use by suitably qualified personnel only. Incorrect changes to this page may result in errors or reduced performance

Fusion Maintenance Data Location

Show Connections

Edit

Fusion Maintenance Internal Audit

View Events

Truncate Maintenance Data

Start

You will have options to cancel this operation

Clear Data

Clear main data to delivery status (There are step by step yes/no options)

Email Admin

SMTP Server

192.168.70.1

eg IP Address: 192.168.0.1

Global Enable

☒

From / Retrun Address

paul.grossman@meyertech.co.uk

eg User's Email Address

From Name

Paul Grossman

eg User's Name

Default To Address

paul.grossman@meyertech.co.uk

eg Test Email Address

System Configuration – System II

System Configuration – System II	
<b>FUSION-CALLOUT Data Location</b>	Allows the backend database to be relocated.
<b>FUSION-CALLOUT Internal Audit</b>	Many of FUSION-CALLOUT's actions are logged internally.
<b>Truncate Maintenance Data</b>	This feature to be used with great care and only after a whole database backup.
<b>Clear Data</b>	Allows the fault report databases to be completely cleared down.
<b>Email Admin</b>	SMTP Server: Use the IP address of the SMTP server (There is no setting for user and password authentication)
	Global Enable: Normal set
	From / Return Address: Typically system manager's email address
	From Name: Typically the system manager's name
	Default To Address: This is used as a default address for test emails to be sent to.

## Fault Wizard Popup Forms

This wizard is used when creating a new fault report, from the Fault Reports form.



If the Wizard checkbox (next to the New button) is selected when the New button is used to generate a new fault, the wizard will open to make entering the new data easier.

The following screenshots show the wizard's 5 steps before and after data entry.

The text boxes are used by the operator to enter appropriate text. Those coloured yellow are mandatory and must be completed.

To navigate to the next step all mandatory text boxes, as well as the other pre-defined selections, must be filled in.

See notes after these screenshots.

Step 1: Category Of Fault and PRF	Step 1: Category Of Fault and PRF
Equipment Category: <input type="text"/> Person Reporting Fault Category: <ul style="list-style-type: none"> <li><input type="radio"/> Tenant</li> <li><input checked="" type="radio"/> Staff</li> <li><input type="radio"/> Engineer</li> <li><input type="radio"/> MOTP (Member of the public)</li> </ul>	Equipment Category: CCTV Person Reporting Fault Category: <ul style="list-style-type: none"> <li><input type="radio"/> Tenant</li> <li><input checked="" type="radio"/> Staff</li> <li><input type="radio"/> Engineer</li> <li><input type="radio"/> MOTP (Member of the public)</li> </ul>
Buttons: Cancel, Back, Next, Finish	Buttons: Cancel, Back, Next, Finish

Step 2: Personal Details of PRF	Step 2: Personal Details of PRF
Enter details for Staff Name: <input type="text"/> Department: <input type="text"/> Authority: <input type="text"/> Post Code: <input type="text"/> Tel No: <input type="text"/>	Enter details for Staff Name: User 3 Department: CCTV/Concierge Authority: WCC Post Code: W123 ABC Tel No: 012345 567 789
Buttons: Cancel, Back, Next, Finish	Buttons: Cancel, Back, Next, Finish

Step 3: Equipment Description and Location	Step 3: Equipment Description and Location
Quick Select: Select A Camera Site: <input type="text"/> Town Centre Camera: 41 Carr lane/Queens Dock Avenue City/Area: <input type="text"/> Post Code: <input type="text"/>	Enter fault details for CCTV Equipment Description: CCTV camera Equipment ID: Site No. 8 Camera No.41 Equipment Location: Carr lane/Queens Dock Avenue Building/Street: Carr lane/Queens Dock Avenue City/Area: Myton Post Code: <input type="text"/>
Buttons: Cancel, Back, Next, Finish	Buttons: Cancel, Back, Next, Finish

Step 3: Equipment Description and Location

Quick Select

Select Equipment Item

Site 0 Site 0, Control Room, Festival House

Type 2 Recording Equipment

Equipment Item DVR 1

Cancel Done

City/Area Myton

Post Code

Cancel Back Next Finish

Step 3: Equipment Description and Location

Quick Select

Enter fault details for CCTV

Equipment Description Recording Equipment DVR 1

Equipment ID

Equipment Location Site 0

Building/Street Control Room

City/Area Festival House

Post Code

Cancel Back Next Finish

Step 4: Equipment Fault

Fill in details for fault description

Fault Description DVR 1 Not recording

Fault Category ☒ Non-Urgent ☐ Urgent

Cancel Back Next Finish

Step 5: Extra Details



Enter final details




Loc Details

Access Info

Special Info

Cancel Back Next Finish

Notes for the Fault Wizard Popup Forms		
Step	Data	Notes
1	Equipment Category	<p>This selection is important as it determines some of the data inputs in the following steps.</p> <p>E.g. if CCTV selected then lists of CCTV equipment will be available and if Access/concierge is selected then Housing lists will be available as well as control equipment</p>
	Person Reporting the Fault (PRF) category	<p>This selection is important as it determines some of the data inputs in the following steps.</p> <p>E.g. If a Tenant is selected then a button is provided in step 2 to pick from the tenants list. If staff is selected then a list of staff is provided.</p>
2	PRF Details	<p>Enter the details as required.</p> <p>Select from list for staff.</p> <div></div> <p>Use this button to select from predefined housing list if tenant</p>
3	Equipment Description & Location	<p>Enter the details as required.</p> <div></div> <p>Use this button to select from predefined housing list</p>

		 <p>Use this button to copy housing details from previous step.</p>  <p>Use this button to select from the cameras list; first select a site then a camera from this site (if any are available). Select Done when choice made.</p>  <p>Use this button to select from the equipment list; first select a site, then an equipment type, then an item from the list (if any are available). ). Select Done when choice made.</p>
4	Fault Description	Enter the details as required.
5	Extra Details	<p>This is for optional extra information as required.</p> <p>Click Finish to save the new fault report.</p>

## Filter Settings Popup Form



Use this button to access the Filter Settings Popup Form, which is used to control which faults are displayed as normal to the operator.

When the fault records are filtered this is indicated in the title bar eg there maybe over a 1000 faults generated in the database, all available for viewing and hopefully mostly cleared. Typically, when reviewing up-to-date faults only those raised in the previous week or month are of interest, so to limit the amount of data on view this filter is used.

Settings made to the filter are stored and kept on a system basis and retained between sessions.

**Filter Settings popup form**

***Fault Reports form title bar after filter applied***

Notes for the Filter Settings Popup Form		
Control / section	Function	Notes
Fault Date	Select the period of time of interest	
Yes/ No/ Don't Care option boxes	Select the options required	Don't Care means this filter setting has no effect on the filter applied
Quick Settings	Use these buttons to quickly setup the Fault Date and Yes/ No/ Don't Care option boxes	

Contractor Details Popup Form

Call Contractor:  
Use this button to display contractor details at any time. Used initially when calling contractor to receive contractor's fault reference.

Contractor Details: Fred Bloggs CCTV : (Contractor ID=1)

Actions

☐ Set Contractor Fault Ref

☐ Cancel

Contact Name

Michael Brown

Telephone No

0161 6235 5623

Fax No

0161 628 9811

Email

Company

Fred Bloggs CCTV

Address1

23 High Street

Address2

Wigan

Address3

Address4

Lancs

PostCode

WB2 2RT

ContractStart

1 May 2003

ContractEnd

30 Apr 2004

*Contractor Details Popup Form*

## Support

Meyertech offer support during the product's warranty period. Our support team will be happy to help with any problem you may experience relating to the installation or operation of your FUSION-CALLOUT software.

Telephone support (+44(0)161 628 8406 ), which is available during normal office hours 9AM – 5PM Monday to Friday excluding Bank holidays. This support is free of charge.

Email support. Available 24 hours a day. Our normal response to emails is next working day. This support is free of charge. [support@meyertech.co.uk](mailto:support@meyertech.co.uk)

By Facsimile (+44(0)161 628 9811). Available 24 hours a day. Our normal response to facsimiles is next working day. This support is free of charge.

Site visits. Subject to availability, our engineers are available to attend site to assess and help with particular system problems firsthand. This service is chargeable. Please contact our Support department on +44(0)161 628 8406 for further details and availability.

Meyertech offer Extended Support Contracts on all their software products. Please contact our Sales department on +44 (0)161 628 8406 to discuss your requirements or visit our website [www.meyertech.co.uk](http://www.meyertech.co.uk)



**Meyertech Limited** is a member of the CCTV User Group.

# Warranty

Please refer to Meyertech Limited 'Terms & Conditions of Sale of Goods & Services' for interpretation.

1. If the Buyer establishes to the Seller's reasonable satisfaction that there is a defect in the materials or workmanship of the Goods manufactured, then the Seller shall at its option, at its sole discretion and within a reasonable time,
  - a. arrange for the repair or making good such defect or failure in such Goods free of charge to the Buyer (including all costs of transportation of any Goods or materials to and from the Buyer for that purpose),
  - b. replace such Goods with Goods which are in all respects in accordance with the Contract, or

subject, in every case, to the remaining provisions of this Condition 1 provided that the liability of the Seller under this Condition 1 shall in no event exceed the purchase price of such Goods and performance of anyone of the above options shall constitute an entire discharge of the Seller's liability under this warranty.

2. Condition 1 shall not apply unless the Buyer:
  - a. notifies the Seller in writing of the alleged defect within 12 (twelve) months from delivery or such other period or periods as may be agreed in writing between the Seller and the Buyer, and
  - b. allows the Seller a reasonable opportunity to inspect the relevant Goods.
3. For the avoidance of doubt, the Seller shall be under no liability under the warranty in Condition 1 above:
  - a. where such defects arise from any drawing, design or specification supplied by the Buyer; or
  - b. where such defects arise from fair wear and tear, wilful damage, or negligence of a party other than the Seller (or its employees or authorised personnel), abnormal working conditions, failure to follow the Seller's instructions (whether oral or in writing), misuse or alteration or repair of the Goods without the Seller's approval; or
  - c. where such defects arise in parts, materials or equipment which have not been manufactured or designed by the Seller but have been purchased at the Buyer's request by the Seller from the Buyer's designer and manufacturer or from some other third party (the **"Third Party Supplier"**).
  - d. if the total price of the Goods has not been paid by the due date for payment
  - e. in respect of any type of defect, damage or wear specifically excluded by the Seller by notice in writing: or
  - f. if the Buyer makes any further use of the Goods after giving notice in accordance with Clause 1
4. Any repaired or replaced Goods shall be redelivered to the Buyer free of charge to the original point of delivery but otherwise in accordance with and subject to these Conditions.
5. Alternatively to Condition 1 the Seller shall be entitled at its absolute discretion on return of the defective Goods to the Seller (at the Seller's request) to refund the price of the defective Goods in the event that such price shall already have been paid by the Buyer to the Seller, or, if such price has not been paid, to relieve the Buyer of all obligation to pay the sum by the issue of a credit note in favour of the Buyer in the amount of such price.
6. In respect of all Goods supplied to the Seller by a Third Party Supplier the Seller will on request pass on to the Buyer (in so far as reasonably possible) the benefit of any warranty given to the Seller by such Third Party Supplier and will (on request) supply to the Buyer details of the terms and conditions of such warranty and copies of any relevant product information sheets, technical data

sheets or product leaflets issued by such Third Party Supplier and the Buyer shall be solely responsible to the entire exclusion of the Seller for complying with the same.

7. For the purposes of Condition 1 references to Goods shall be deemed to exclude software.
8. The Buyer acknowledges that software in general is not error-free and agrees that the existence of such errors in the Software Programs shall not constitute a breach of this Contract.
9. In the event that the Buyer discovers a material error which results in the Programmed Products not performing substantially in accordance with the Functional Specification, or the Licensed Programs not performing substantially in accordance with the relevant Program Documentation and notifies the Seller of the error within 90 days from the date of the Seller making available the respective software to the Buyer (the **`warranty period`**) the Seller shall at its sole option either refund the price which the Buyer has paid to the Seller (or if such price has not been paid, relieve the Buyer of all obligations to pay the sum) in respect of the respective software or use all reasonable endeavours to correct by patch or new release (at its option) that part of the software which does not so comply provided that such non-compliance has not been caused by any modification, variation or addition to the software not performed by the Seller or caused by its incorrect use, abuse or corruption of the software by use of the software with other software or on equipment with which it is incompatible,
10. To the extent permitted by English law, the Seller disclaims all other warranties, with respect to the software which it provides pursuant to the Contract, either express or implied, including but not limited to any implied warranties of satisfactory quality or fitness for any particular purpose.
11. The Buyer is solely responsible for various scanning the software that it receives from the Seller pursuant to the Contract.
12. The Seller warrants that it will use reasonable skill and care in providing the Services to the buyer